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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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March 28, 2016

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: John Naimo   
Auditor-Controller

SUBJECT: **CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA – A  
DEPARTMENT OF MENTAL HEALTH SERVICE PROVIDER –  
PROGRAM REVIEW**

We completed a program review of Children's Bureau of Southern California (Children's Bureau or Agency), which included a sample of billings from Fiscal Year (FY) 2014-15. The Department of Mental Health (DMH) contracts with Children's Bureau to provide mental health services, including interviewing Program clients, assessing their mental health needs, and implementing treatment plans.

The purpose of our review was to determine whether Children's Bureau maintained proper documentation to support their billings, and that the clinical documentation complied with their County contract and other related guidelines. In addition, we evaluated whether Children's Bureau used qualified staff to provide services and maintained appropriate staffing levels as required by their County contract.

DMH paid Children's Bureau approximately \$11 million on a cost-reimbursement basis for FY 2014-15. The Agency provides services to residents in all Supervisorial Districts.

**Results of Review**

Children's Bureau maintained adequate documentation to support the billings reviewed. The Agency completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related

guidelines. In addition, Children's Bureau used qualified staff to provide DMH Program services and maintained appropriate staffing levels.

Details of our review are attached.

### **Review of Report**

We discussed our report with Children's Bureau and DMH. Children's Bureau is not required to submit a response to this report because there are no findings or recommendations.

We thank Children's Bureau management and staff for their cooperation and assistance during our review. If you have any questions please call me, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:PH:DC:EB:nj

Attachment

c: Sachi A. Hamai, Chief Executive Officer  
Robin Kay, Ph.D., Acting Director, Department of Mental Health  
Julia Stewart, Board Chair, Children's Bureau of Southern California  
Alex Morales, President and CEO, Children's Bureau of Southern California  
Public Information Office  
Audit Committee

**CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA  
DEPARTMENT OF MENTAL HEALTH  
PROGRAM REVIEW  
FISCAL YEAR 2014-15**

**PROGRAM SERVICES**

**Objective**

Determine whether Children's Bureau of Southern California (Children's Bureau or Agency) maintained documentation to support the services billed to the Department of Mental Health (DMH) in accordance with their County contract and related guidelines. In addition, determine whether Children's Bureau completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

**Verification**

We selected 45 of the 8,116 approved Medi-Cal billings and ten of the 466 approved service days claimed for February and March 2015, which were the most current billings available at the time of our review (December 2015). We reviewed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in the clients' case files for the selected billings. The 45 billings and ten days represent services provided to 25 clients.

**Results**

Children's Bureau maintained documentation to support the billings reviewed. In addition, the Agency completed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

**Recommendation**

**None.**

**STAFFING QUALIFICATIONS**

**Objective**

Determine whether Children's Bureau's treatment staff had the required qualifications to provide DMH Program services.

**Verification**

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 17 (11%) of the 153 treatment staff who provided services to DMH clients during February and March 2015.

**Results**

Each employee reviewed had the required qualifications to provide DMH Program services.

**Recommendation**

None.

**STAFFING LEVELS****Objective**

Determine whether the Agency maintained the appropriate staff-to-client ratio of one staff to ten clients in its Day Treatment Intensive Program.

**Verification**

We selected ten days that Children's Bureau billed for its Day Treatment Intensive Program, and reviewed staff's qualifications, timecards, and client and staff sign-in sheets for February and March 2015.

**Results**

The Agency maintained the required staff-to-client ratio.

**Recommendation**

None.